

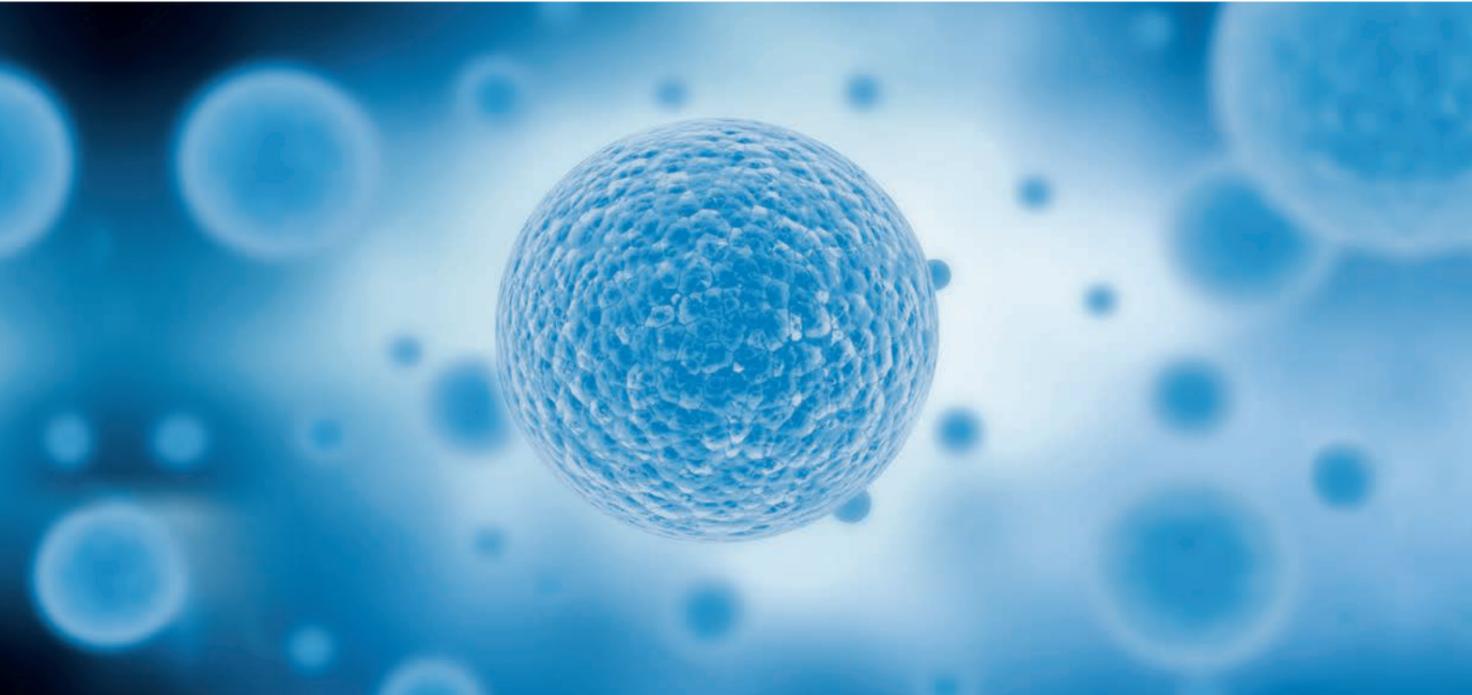


WE ARE READY FOR YOU

With the Condair service packages and our certified manufacturer maintenance

Humidification and evaporative cooling





Why choose maintenance?

Trouble-free operation!

As a general rule, we only find out how well something works when it stops working. Damage and repairs do not just cost money, they also take up a lot of time. They delay or interrupt development and production processes, which means that they can also cause serious damage to the business.

The most effective way to counteract this and reduce the likelihood of failures to a minimum is maintenance by experienced specialist technicians, which ensures that the processes run smoothly and that the conditions under which people are working or under which goods are being produced remain consistently excellent.

Only through regular checks on the system is it possible to identify and correct disruptive factors at an early stage and avoid damage later.

Maximum Performance!

With regular checks and evaluation of the process parameters, it is also possible to determine whether a system is really running "smoothly", or whether there are fluctuations in performance due to efficiency problems that require correction. If regular maintenance does not take place, loss of performance, reduced efficiency, higher energy use, and uneven stress due to contamination is unavoidable in the long-term. Ensure that you have your optimum climate with optimum performance through regular maintenance! Our technicians will read out the key parameters of your system and will make the necessary adjustments with an eye to the system as a whole.

The result: a system that performs to its full potential!

Hygiene Safety!

The hygiene safety of air humidification is critical when air is distributed via ventilation systems. Intensive cleaning and thorough disinfection measures are therefore a built-in component of our maintenance program. This ensures compliance with the applicable quality guidelines within the framework of regular checks. In addition, with Condair, maintenance of adiabatic systems always includes sampling of the humidifier water and sampling of the air, and having these samples tested by independent experts who measure the bacterial count. In this way, through our maintenance services, we can guarantee comprehensive hygienic operational safety.

Commissioning and Assembly

Thanks to our competence as the manufacturer, for commissioning too, we can offer an outstanding level of skill and high-quality execution, as well as experienced service technicians.

For a hygiene check, samples are taken in accordance with professional standards and are sent to an independent institute for evaluation and to measure the bacterial count. This way, we have no influence on the outcome of the hygiene check, which means that the result is unbiased and conclusive.

We particularly recommend using our staff for the installation of a gas-powered steam humidifier with energy-efficient heat recovery in order to ensure proper installation in accordance with the VDI 6022 guideline and the DVGW guideline.

Our service package for installation/
commissioning



Get off to the best possible start
Careful installation and commissioning of ventilation systems is critical if they are to run smoothly later on.

We ensure that the control parameters are set precisely to work in harmony, we optimize energy consumption, and we give our clients more leeway for taking action and for making decisions by providing on-site training to in-house service personnel.

Hygiene Check
We automatically perform a hygiene check as part of every service call within the framework of a maintenance contract. Of course, even if you do not have a maintenance contract in place, you are welcome to order a hygiene check to check the hygiene status of your system.



DVGW-certified exhaust installation
If a natural gas-heated steam humidifier of the type "Condair GS" is installed, the exhaust gas can be channeled directly via the ventilation system and used for heat recovery. This not only simplifies installation (no chimney required), it also increases energy efficiency, thereby increasing the economic efficiency of the entire system.

Repair Service

A service that works — in addition to comprehensive know-how, above all, this means always being available, and a quick response time. The best way to provide this is to be located near our customers and near the systems we take care of. The advantage of working with us: With our close-knit network of service centers, we are never more than a few miles away from your system.

Depending on the urgency of your issue, we are also able to respond very quickly and deal with failures or damage not just swiftly, but also professionally and permanently.

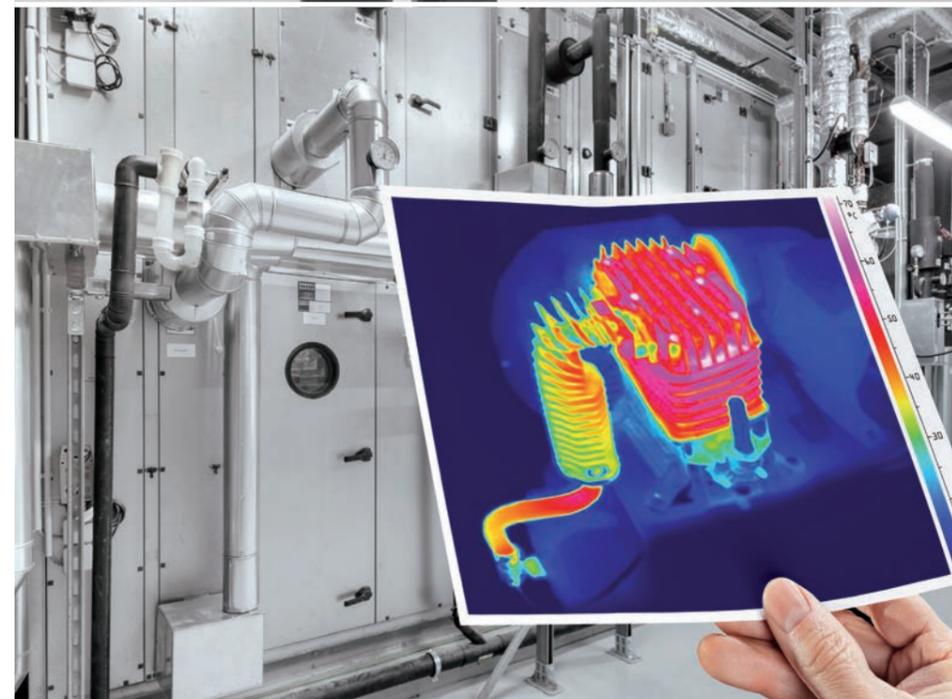
In addition to our maintenance and repair services, we also provide on-the-ground advisory services. An on-the-ground consultation can provide key insights, especially when it comes to solving generalized problems across systems.

Our service package for repairs



Professional, trained staff

The professionalism of our service staff is in particularly high demand with clients who require fast, lasting solutions for problems and damage. Because we only use trained staff who specialize in the field of ventilation systems and who are VDI 6022-certified, VDMA-trained technicians, our service calls are fast and efficient, and focus on solutions.



Diagnostics with special equipment

In addition to professional training, our technicians also have state-of-the-art equipment, meaning that they can work quickly and with precision. Using their mobile tablets, they can access technical data and the individual system history of the unit in question at any time. Probe cameras and thermal imaging cameras allow weak points and their causes to be detected quickly.

This means that the quality of our diagnostics increases and working hours are saved.



24/48-hour express service

In order to provide our clients who have signed a maintenance contract with us with maximum protection against failures or impairments, we offer them a 48-hour or 24-hour express repair service.



Maintenance Contract

Maintenance contracts ensure that your system is checked and maintained on a regular basis, and that you receive fast, professional support in the case of a failure or damage.

We offer two types of maintenance contract. Choose the package that most closely matches your needs in terms of content and price!

Maintenance Call

Maintenance agreements are the minimum option for clients who want to work with us. They have no minimum term and can be canceled any time, but they do not include price maintenance or extended warranty.

Maintenance Contract

We generally agree upon maintenance contracts for a term of four years. This extends the warranty on our products to cover this entire period. Another advantage: Condair maintenance contracts offer you the security of a fixed price and a guaranteed response time of three days at most.

	Maintenance Call	Maintenance Contract	All-inclusive maintenance contract
Duration:	no / cancel any time	at least 4 years	1–5 years
Warranty extension*	No	Yes to 5 years	up to 5 years max.
Response time	Depends on workload	3 working days max.	3 working days max.
Software updates	depends on amount of work		free free
Telephone support	depends on amount of work		free free
Discount on replacement parts	no	5%	included
Discount on consumables	no	5%	5%
Consignment storage	optional	free	free
Price maintenance	no	3 years	1–5 years

*Only if contract is signed within 2 weeks after commissioning at the latest





DUAL / Dual2 / DL Maintenance Calls

We have a specific maintenance concept for each Condair product, which is executed using a digital protocol. The listed work steps are therefore consistent and can be checked any time. An example would be the maintenance steps for a Condair DUAL or DL.



1. Intensive cleaning

Before disinfection, we perform a thorough cleaning of all elements of the humidifier unit. The humidifier basin, sight glasses, and rubber linings are cleaned using abrasive fabric. The water filters in the supply lines are cleaned and replaced if necessary.

2. Disinfection

All surfaces of the humidification chamber, plus the ceramic parts and the stainless steel elements are treated with a disinfectant developed specifically for use in ventilation systems.

After being left to work for the prescribed length of time, the disinfectant is professionally removed from the system.

3. Check on spray pattern

The spray patterns of the individual spray circuits are checked manually and adjusted if necessary. Tubes and seals are checked and replaced if defective. Contaminated atomizing nozzles are cleaned thoroughly using an ultrasonic bath.

4. Optimization and regulation

Our technicians read out the system's figures, check for possible deviations in performance, and adjust the control parameters of the system if required to achieve optimized operation.

5. Measurement of the bacterial count

The ionization cartridges of the Hygiene Plus System are removed, checked, and replaced if necessary. The ionization performance is checked and adjusted. Samples are taken from the humidifier water and the humidifier chamber so that the bacterial count can be measured. All of the collected samples are sent to the independent testing company SGS Institut Fresenius for analysis and evaluation.

6. Applying a seal to the system

After all testing, cleaning, and maintenance work is complete, a hygiene seal is applied. This serves as a visible sign of the successful completion of manufacturer maintenance. In addition, it prevents the facility being accessed by accident and protects it from contamination.



Spare Parts Supply

Parts are available fast thanks to high storage capacity

Your room ventilation system needs replacement filters? You need a new steam cylinder urgently? — We are there for you right away! Our central warehouse has a plentiful supply of replacement parts for all Condair models. These are delivered within 48 hours as standard. In urgent cases, delivery time can be shortened to a maximum of 24 hours.

The quality remains just as high through the use of original Condair replacement parts

Stick with the original to ensure consistently high quality and safety for your entire system. It is only natural that Condair replacement parts are the best for use in Condair humidifiers. After all, they were specifically developed and made for them.

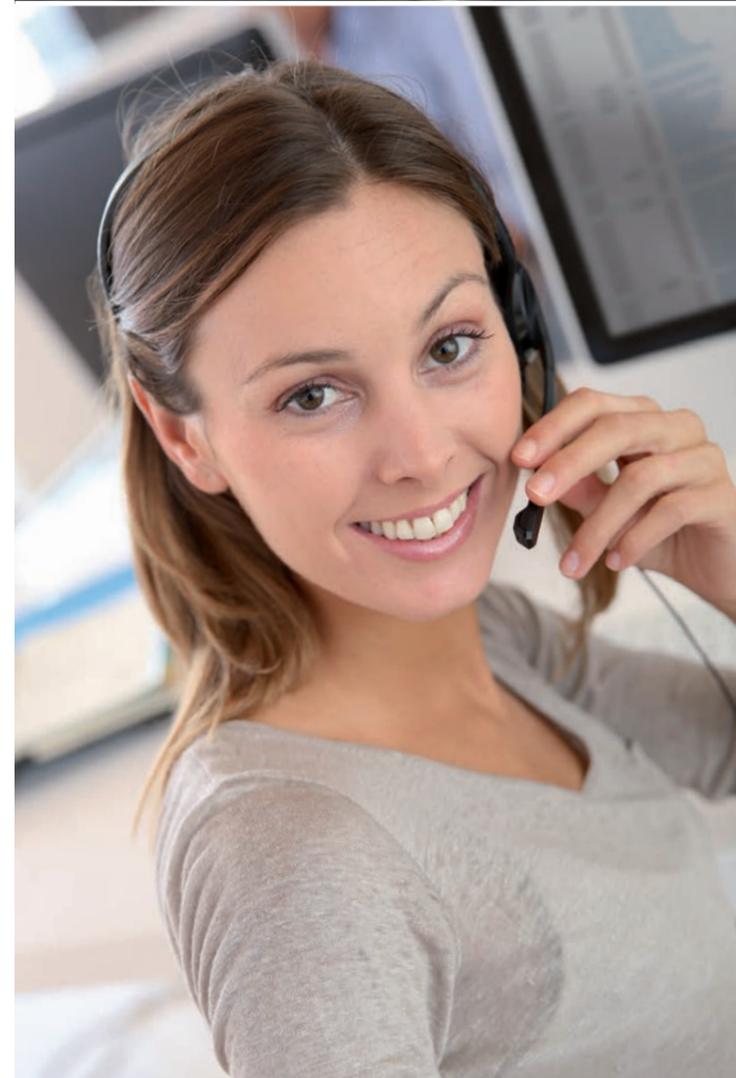
So why trust anyone else? Use only original Condair components for maintenance and installation work.

Replacement parts cases — ready to use on-site any time

For clients who have a high level of reliance on functioning, hygienic, fault-free room ventilation and therefore need to be able to replace parts as quickly as possible, we offer replacement parts cases.

The advantage: The relevant replacement parts that you need for your humidifier model are stored directly on your premises. This means that the parts can be replaced extremely quickly if necessary.

	Normal delivery	Express delivery	Replacement parts case
Response time	48 hours	24 hours	0 hours
Storage place	Condair central warehouse	Condair central warehouse	On your premises
Consignment storage	no	optional	no





Modernization and Retrofitting

Energy efficiency

These days, energy efficiency of buildings and building supply is becoming more and more important. The issue is not just that the legal requirements in this regard are constantly becoming more extensive and detailed, but also that increasing energy costs have put companies under increasing pressure in the last few years.

Modernization

Modernization and retrofitting of existing systems can help to reduce this pressure considerably. This means that operators can kill several birds with one stone.

Legal requirements can be met (possibly even before they come into effect) and the hygiene of the systems can be improved, thus improving the room climate. But above all, energy efficiency means cost-effectiveness. Often, the replacement of system parts pays for itself within a few years. In this way, considerable long-term cost savings can be made through targeted modernization measures, which can simultaneously increase system performance.



